

# 2011 Military Health System Conference

## Army PCMH Initiative

Current Status

*The Quadruple Aim: Working Together, Achieving Success*

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Department of the Army Medical Department

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## ARMY FAMILY COVENANT: Keeping the Promise



We are committed to improving Family readiness by:

- Standardizing and funding existing Family programs and services
- Increasing accessibility and quality of healthcare
- Improving Soldier and Family housing
- Ensuring excellence in schools, youth services, and child care
- Expanding education and employment opportunities for Family members

# Elements for Improving Access to Care



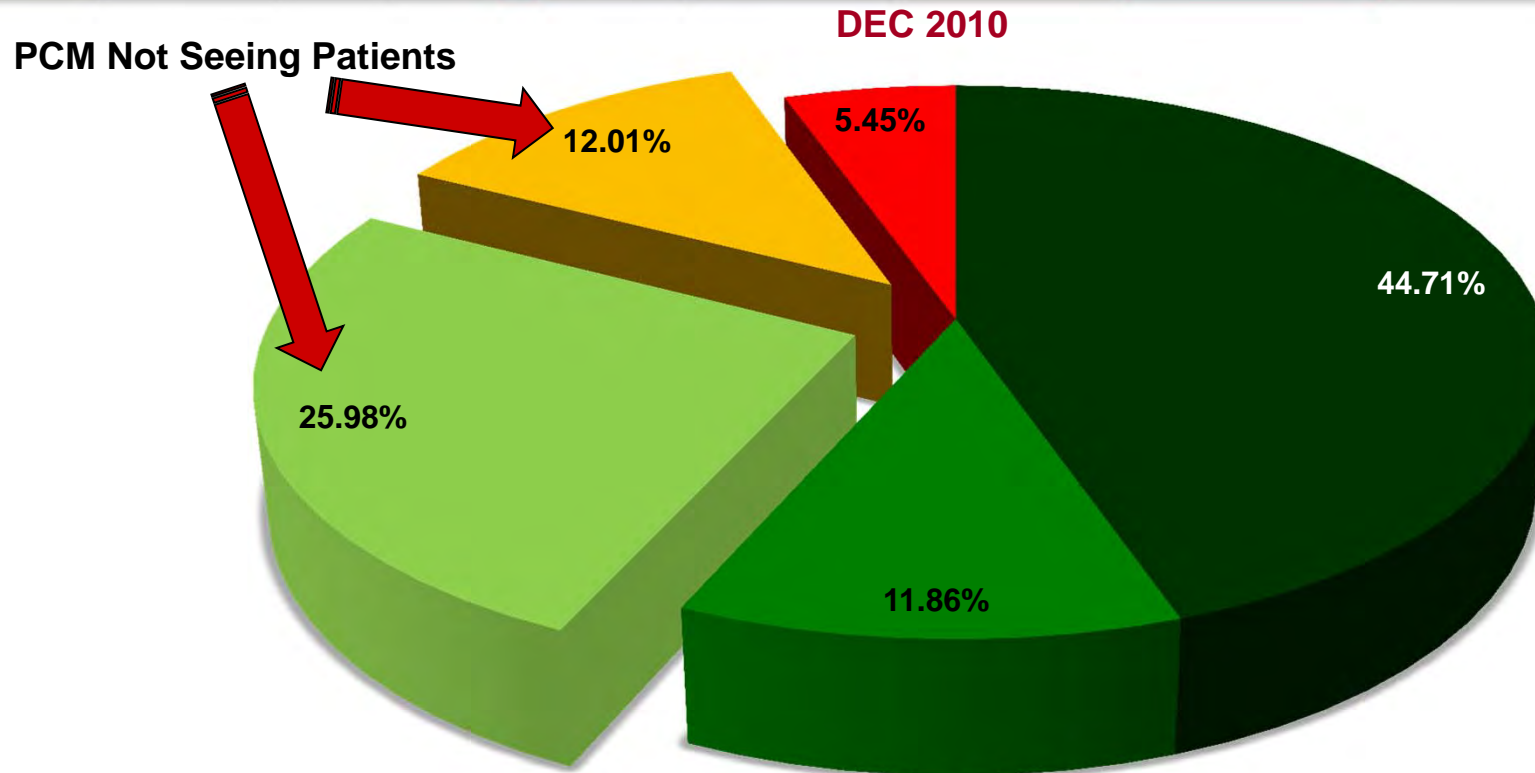
- MTF capacity aligned with number of beneficiaries
- Provider availability
- Beneficiary understanding of how to obtain access
- Reduce friction at key points of access:
  - Phone Service
  - Online Appointment
  - Follow-up Appointment
- Clinic schedule management
- Accounting for all patients requesting access to primary care
- Civilian network
- Leveraging technology
- Command oversight

# Compliance with Key ATC Indicators



DEC 2010	Enrollment vs. Capacity		Care Continuity		Appointment Availability		Patient Satisfaction			
RMC	TRICARE Operation Center (TOC) 04 OCT 10	Enrollment Cap Model (ECM) 1012	PCM	PCM & Team	3 <sup>rd</sup> Avail Routine Primary Care	TOL Booking	APLSS #9 Phone Service	APLSS #11 Time Between Schedule & Appt	APLSS #13 Courteous & Helpful	APLSS #21 Overall Sat
GREEN	100 +/-5%	100 +/-5%	60%	85%	90%	5%	85.5%	85.5%	85.5%	90%
AMBER	100 +/-10%	100 +/-10%	40%	70%	80%	3%	82.5%	82.5%	82.5%	86%
ERMC	83.3 ▽	83.2 ▽	46.0 ▲	77.9 ▲	93.6 ▲	3.7 ▲	79.5 ▽	74.6 ▽	83.6 ▽	91.0 ▽
NRMC	95.8 ▲	89.8 ▽	47.5 ▲	87.0 ▽	75.4 ▲	2.6 ▲	82.3 ▲	78.0 ▲	85.5 ▲	90.9 ▲
PRMC	86.8 ▲	80.9 ▽	35.9 ▽	75.5 ▲	81.4 ▲	.6 ▲	83.6 ▲	80.2 ▲	87.0 ▲	90.9 ▲
SRMC	93.7 ▲	91.4 ▲	45.1 =	79.1 =	80.8 ▲	1.1 ▲	85.0 ▲	81.2 ▲	84.5 ▽	90.5 ▲
WRMC	97.5 ▲	96.6 ▲	42.9 ▲	85.0 ▲	81.8 ▲	1.6 ▲	80.5 ▲	76.0 ▲	84.1 ▲	91.1 ▲

# Percentage of Visits for MTF Prime with their Assigned PCM



- Patients saw their assigned PCM
- Patients saw a Provider in the Team and their PCM was seeing patients
- Patients saw a Provider in the Team and their PCM was NOT seeing patients
- Patient did NOT see a Provider in the Team and their PCM was NOT seeing patients
- Patient did NOT see a Provider in the Team and their PCM was seeing patients

# Steps to a PCMH



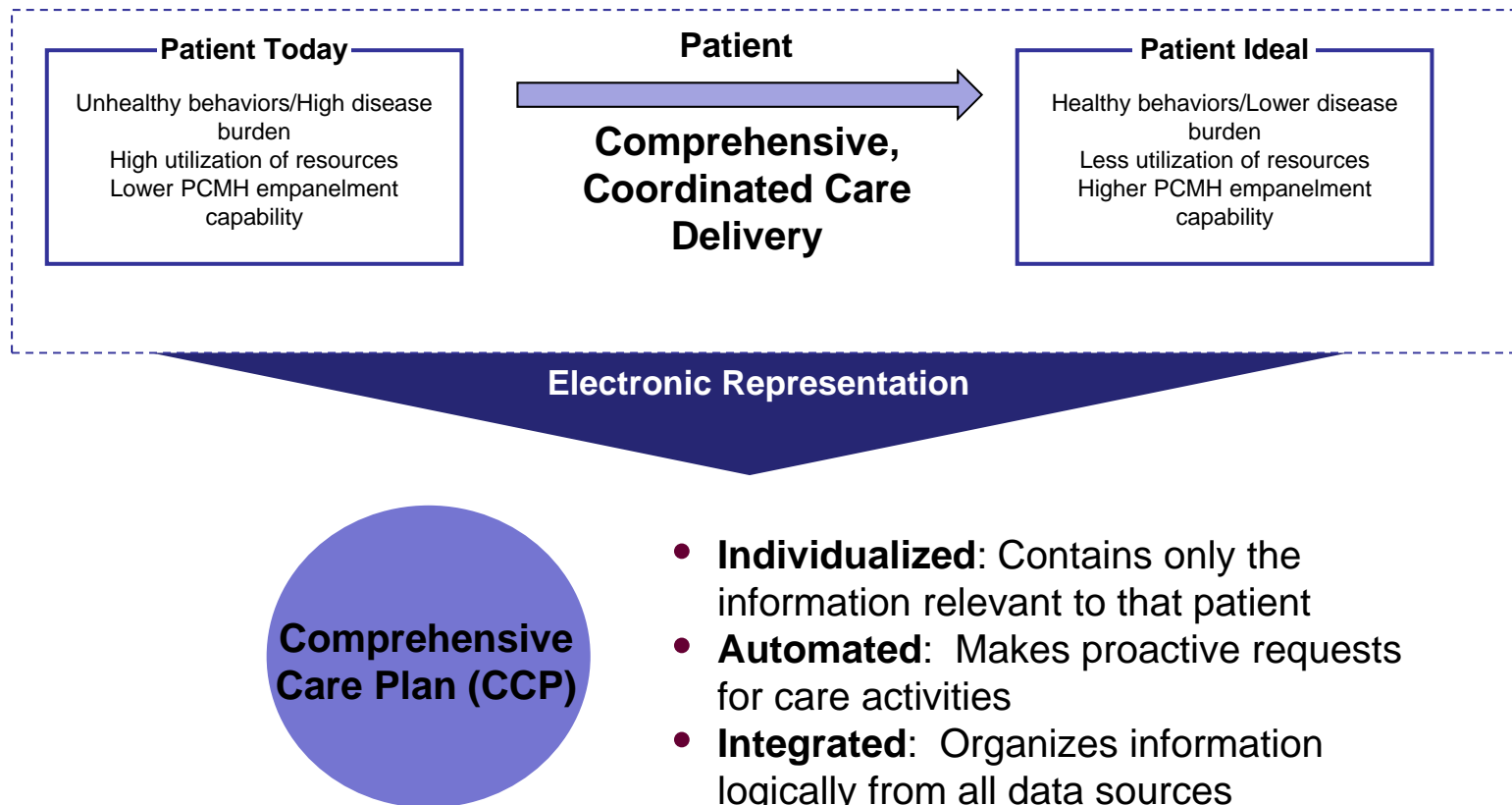
- Establishment of Army PCMH WG
  - PCMH IT/IM WG
    - Comprehensive Care Plan
- Army SG Strategic Offsite
  - PCMH top 5 initiative
- Issue PCMH Operations Order
- Increase spt staff from 2.8 to 3.1 in primary care where PCMH is established
- Fielding of Community Based Medical Homes



# Comprehensive Care Plan (CCP) Overview



*The Comprehensive Care Plan will be based on a database of organized and searchable information and will serve as the primary portal for each patient touch point.*





# Army Community Based Medical Homes



## The Army is Investing in Healthcare Capacity

- Improve the **readiness** of our Army & our Army Family
- Improve **access to and continuity** of care
- Facilitate **Patient-Centered Medical Home**
- Reduce emergency room episodes
- Improve patient and provider **satisfaction**
- Implement Best Practices & standardize services
- Increase space available in MTFs for expanded active duty and specialty services
- Improve physical and psychological health promotion and prevention



## 17 Clinics in 11 Markets -- Beginning in Fall of 2010

▶ FT Bragg, NC – 3 clinics  
▶ FT Campbell, KY – 2 clinics  
▶ FT Hood, TX – 3 clinics  
▶ FT Jackson, SC – 1 clinic

▶ FT L. Wood, MO – 1 clinic  
▶ FT Lewis, WA – 2 clinics  
▶ FT Sam Houston, TX – 1 clinic  
▶ FT Shafter, HI – 1 clinic

▶ FT Sill, OK – 1 clinic  
▶ FT Stewart, GA – 1 clinic  
▶ Ft Benning – 1 clinic

# Training & Implementation and Development



- Cultural Shift
- PCMH Team operates at "top of their license"
- Care Coordination
- CM/BH/Pharmacy integration
- Medical Management/Population Management
- Practice Management
- Patient and Community Education on PCMH
- HR implications of our PCMH Group Practice

# PCMH in Army Inventory



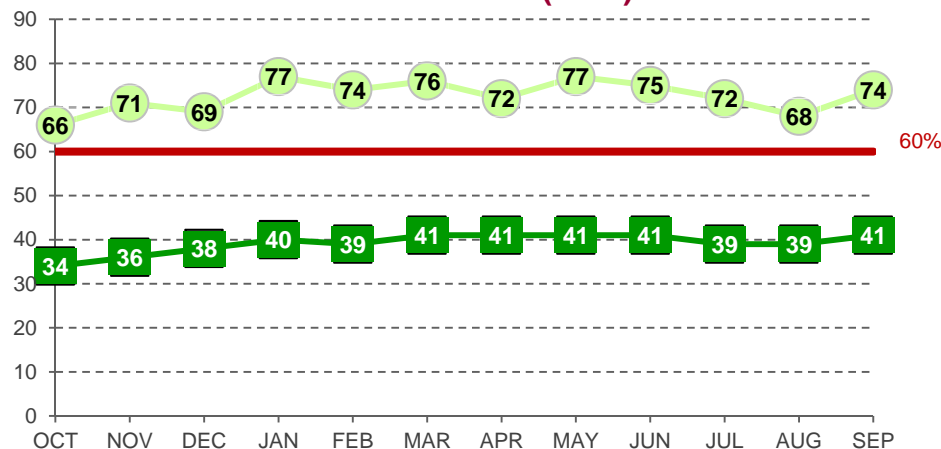
- 35 Parent Sites
- 114 Child Sites
- 11 MTFs with 66 PCMH Teams
- Level II NCQA Recognized PCMH: “0”

# FY 2010 ATC Metrics: Dunham Clinic

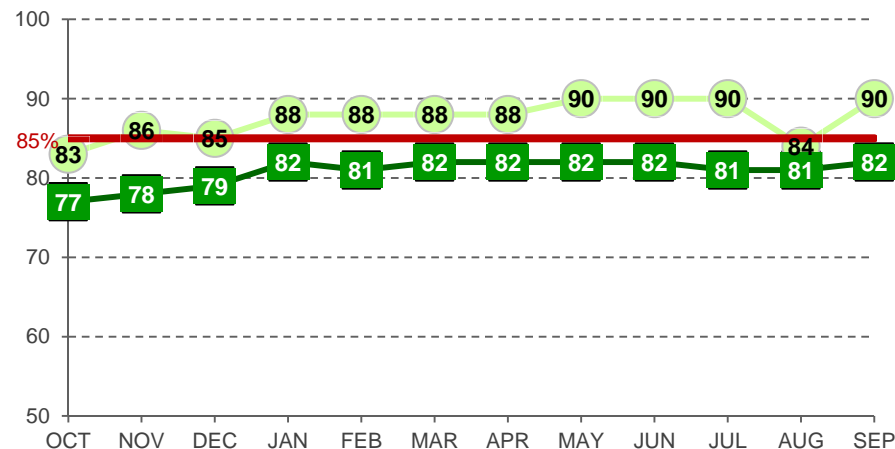


DUNHAM CLINIC %
  MEDCOM %
  TARGET %

## PRIMARY CARE MANAGER (PCM) CONTINUITY

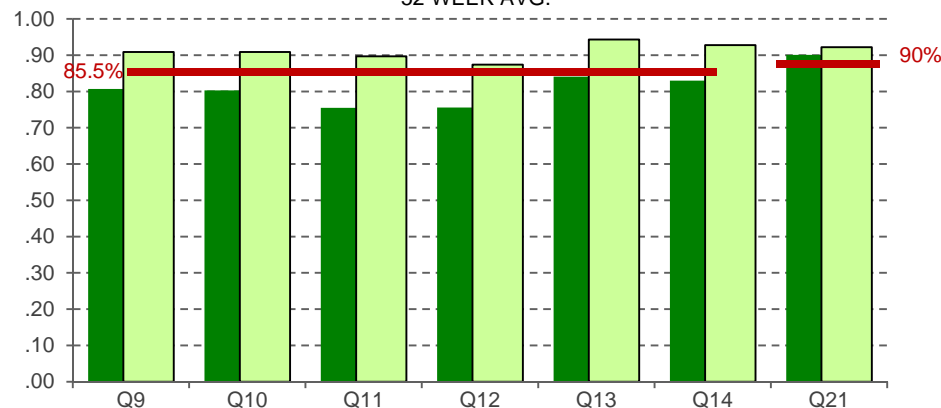


## PRIMARY CARE MANAGER TEAM CONTINUITY



## ARMY PROVIDER LEVEL SATISFACTION SURVEY (APLSS)

52 WEEK AVG.



Q9 – OVERALL PHONE SERVICE  
 Q10 – CONSIDERATE SCHEDULE  
 Q11 – TIME BETWEEN SCHEDULE & VISIT  
 Q12 – WAIT TIME

Q13 – STAFF COURTESY / HELPFULNESS  
 Q14 – COORDINATION OF VISIT  
 Q21 – OVERALL VISIT SATISFACTION

## HEDIS

